

Business Process/Toolkits

Q: We're working on our business process analysis (toolkits), but how can we plan for what CADDIS will do when we don't know what CADDIS will do?

A: We realize it's difficult to determine exactly how CADDIS will affect your business processes when you have not had a chance to see and work with the product. We do, however, have a few suggestions on how you can gain information about CADDIS processes:

- You can see the design specifications and view screen shots of CADDIS on the CADDIS Design web site at www.dds.ca.gov/caddisdesign/Design.cfm. Contact Brittney Trost at brittney.trost@dds.ca.gov for login information. Once on the page, go to System Design Deliverable and then scroll down to Online Specifications. There, you will see links to several functional areas, and you can drill down to specific processes within those areas.
- The DDS Help Desk is available to provide information on CADDIS functionality.
- Contact some of the other RCs that have been working successfully with the toolkits. Carol Tomblin at San Gabriel/Pomona RC (ctomblin@sgprc.org) and Jack Maitre at San Andreas RC (sajack@sarc.org) will be happy to offer advice and guidance about how to use the toolkit and determine how CADDIS may affect your processes.

Q: How do we know that the BPA analysis we've completed on how we do things now is adequate?

A: Staff at DDS will be happy to take a look at your toolkits-in-process and give you guidance and advice. You can contact the DDS Help Desk or Tamara Wheeler/Training.

Q: The toolkit package talks about setting up RC business rules. How do we know in advance what we have to decide and what the different possibilities are?

A: See answer for #1 above.